

Compliance Assessment Report CAR_NRW0045398

Permit being assessed: AS1000701

For: Dingestow Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG
At: Behind Recreation Ground, Dingestow, Monmouth, NP25 4BE.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 07/10/2024, between 11:30 and 12:00.

Parts of permit assessed: Whole permit

NRW Lead Officer: Peter Jones, accompanied by: Alastair Krzyzosiak.

Report sent to: cars@dwrwymru.com, DCWW, on 16/12/2024.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.1.1a
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.1.1a
WQ-C2 - Water Quality - Emissions and monitoring - Emissions to land	C3 Minor	2.1.1

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Remove sludge and moss & resolve ponding issues	15/11/2024
WQ-A1	Carry out repair to wall	31/01/2025
WQ-C2	Repair retaining wall	31/01/2025

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

This Car form was amended on the 16 December 2024, following submission by DCWW of a Condition survey carried out by Burroughs on Dingestow WWTW. The breach of condition 1.1.1 (a) for the cracks in the filter bed retaining wall. The category has been

lowered from a level 2 to a level 3 breach.

Routine site inspection of Dingestow Wastewater Treatment Works carried out by Environment Officer Peter Jones and Alastair Krzyzosiak.

Weather Dry and overcast, there had been heavy rainfall in the last 24 hrs.

The site was issued with a new permit on the 18 March 2024. The permit has been varied from a descriptive to numeric, all the parameters will be effective from 25 March 2025, refer to Table 3.1 c in the permit.

From the intake the effluent flow is split into two chambers which operate as a septic tank. Effluent then flows into a filter bed. The surface of the filter bed medium is covered with a grey film of sludge. Solids carried over in the effluent are being deposited on the filter bed medium. Ponding of effluent is visible on the surface and moss is becoming established across the surface of the medium.

This is a breach of permit condition 1.1.1 (a) The facility is not being maintained and consequently there is potential for the parameters list in table 3.1 of the permit not being met, which may result in pollution to the receiving water course.

The filter bed retaining wall is compromised in several sections, one portion of the wall has a crack running its entire length and the section has been pushed outwards approximately 25 mm. Effluent is seeping through the crack. This is a breach of permit conditions 1.1.1 (a) and condition 2.1.1.

Following the exceedance on the 21 June 2024, the cause of which was attributed to the filter arm no longer rotating. An arm rotation sensor has now been installed to provide notification should the arm stop rotating in future.

Actions

- *Remove sludge and moss build up from filter medium.*
- *Resolve issue of ponding effluent in the filter bed.*
- *Carry out repair work to the filter bed wall to ensure its structural integrity is maintained*
- *Condition 1.1 of the permit set out a requirement for a written management system, please provide me a copy of the management system.*

Attachments

Photographs of site inspection

If you have any questions regarding the visit or CAR form, please contact me by e-mail or by telephone.

E-mail: Peter.A.Jones@naturalresourceswales.gov.uk

Mobile telephone: 07760443974

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm to the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

Full list of water quality action criteria (used in section 1 and 2):**WQ A: Management**

- WQ-A1 General management

WQ B: Operations

- WQ-B1 Permitted activities
- WQ-B2 The site
- WQ-B3 Operating techniques
- WQ-B4 Improvement programme
- WQ-B5 Pre-operational conditions

WQ C: Emissions and monitoring

- WQ-C1 Emissions to water
- WQ-C2 Emissions to land
- WQ-C3 Emissions of substances not controlled by emission limits
- WQ-C4 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be

added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.